# CTS Colocation Services for Customer Advisor Committee

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# Agenda

- Colocation Service Goals

- Service Deployment Strategy

- Service Assumptions

- Communication Strategy

- Current Activities

# Colocation Service Goals

- Preserve the features of the A la Carte Service that customers like
    - Most customers have indicated satisfaction with A la Carte Service
- Continue to build a positive customer experience
    - Improvements to CTS response and turn-around
    - Consistent, well communicated procedures
    - Easy access to other CTS Services
- Adapt the A la Carte service to the new SDC
    - Accommodate differences between OB2 and SDC operations
    - Adjust to technological differences between OB2 and SDC
- Structure the Colocation Service in a way that simplifies design and deployment time
    - Create base packages that address the majority of customer configuration types
    - Simplify Service rates and rate components
- Continually assess opportunities to improve service quality and value

# Service Deployment Strategy

- Define Service Packages, Rates & Billing processes
- Review with A la Carte customers and revise as necessary
- Publish Service Catalog updates and service documentation
- Focus attention on A la Carte customers and support the Move Phase 2 Project to migrate them to the SDC
- Develop the Colocation Service On-Boarding process

# Service Assumptions

- Initial focus of new service is to migrate A la Carte customers from OB2 to the SDC by June of 2015
- Network and Enclosure rates for existing A la Carte customers will remain as is for the remainder of the biennium.
- New rates and rate structures will be established for the FY16/17 biennium
- Current A la Carte SLAs will be amended to reflect change in location and service

# Current Activities

- OB2 KVM capability EOSL, planned for sunsetting
  - Alternatives for SDC under evaluation
- Out-Of-Band network support
- Enhanced operational support
- Access to CTS data storage